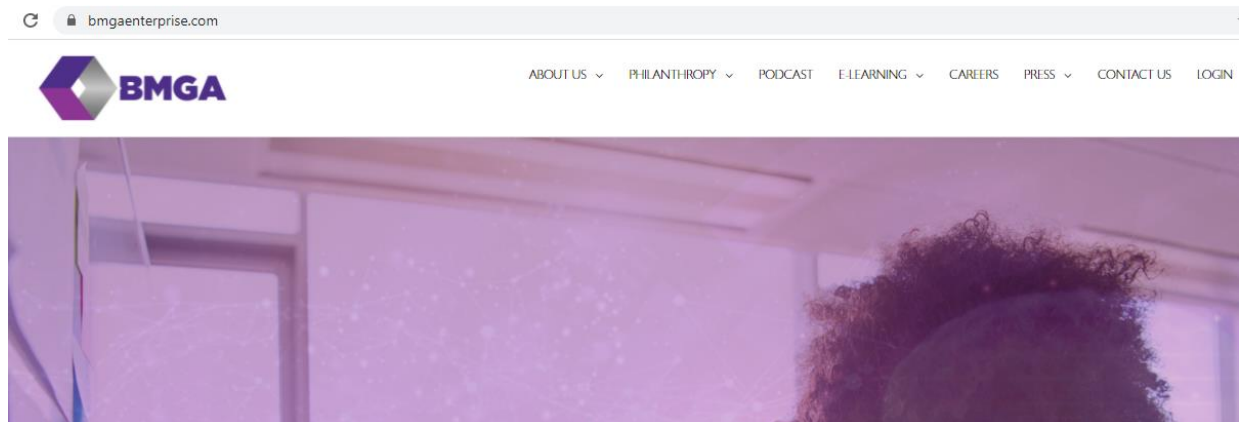


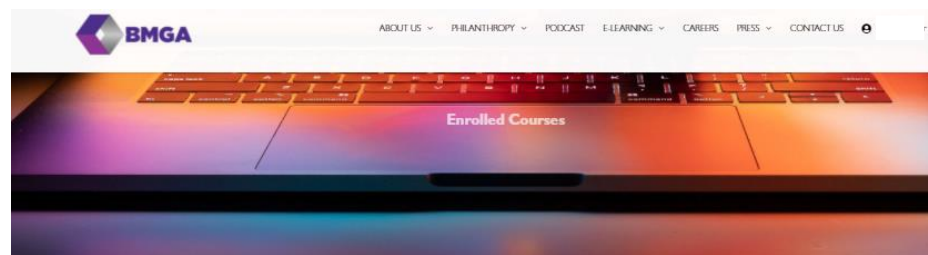


BMGA Enterprise Limited E-Learning Platform User Guide

1. After paying for a particular course of choice via the **E-Learning** tab on the website's home page, you will be sent your login details. After logging in to your account using the **Login** tab on the website's home page, you will be taken to the page that contains courses you have paid/enrolled for.

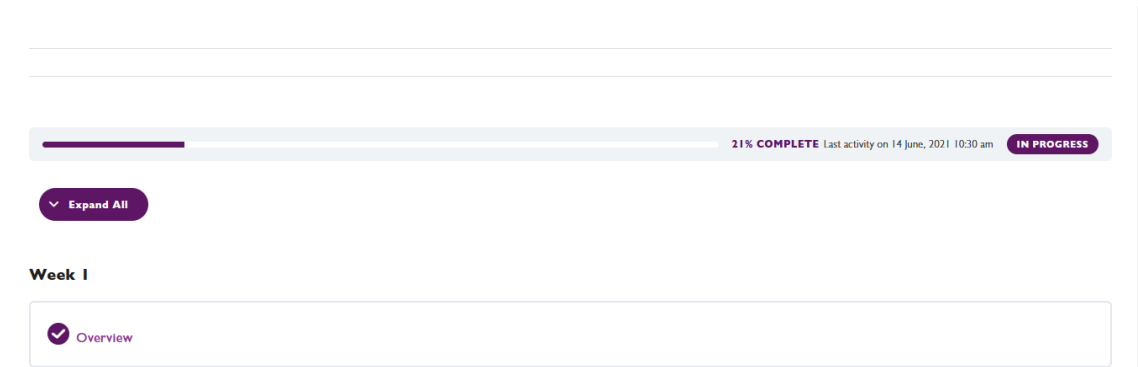


2. From this page, you can click on the **Read More** button on the course you would like to begin/continue.



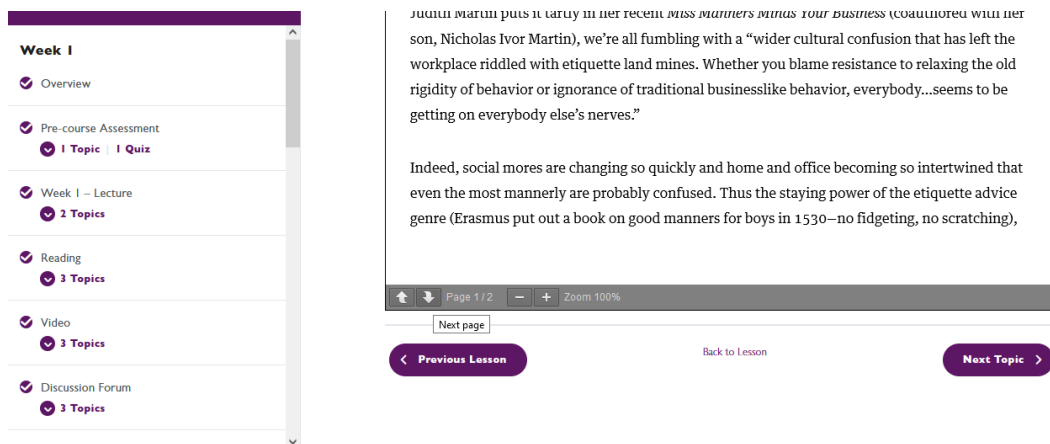
The course card for 'EMOTIONAL INTELLIGENCE' features a background image of a person holding a scale of justice and a circular graphic with 'EI' inside. The text reads: 'EMOTIONAL INTELLIGENCE', 'Through this course, participants from diverse industries can improve their emotional intelligence for personal and professional goals.', and a 'READ MORE' button. A progress bar at the bottom indicates '7% COMPLETE'.

- This will lead you to the **Course Content** page, where you can select the overview tab to begin the course.

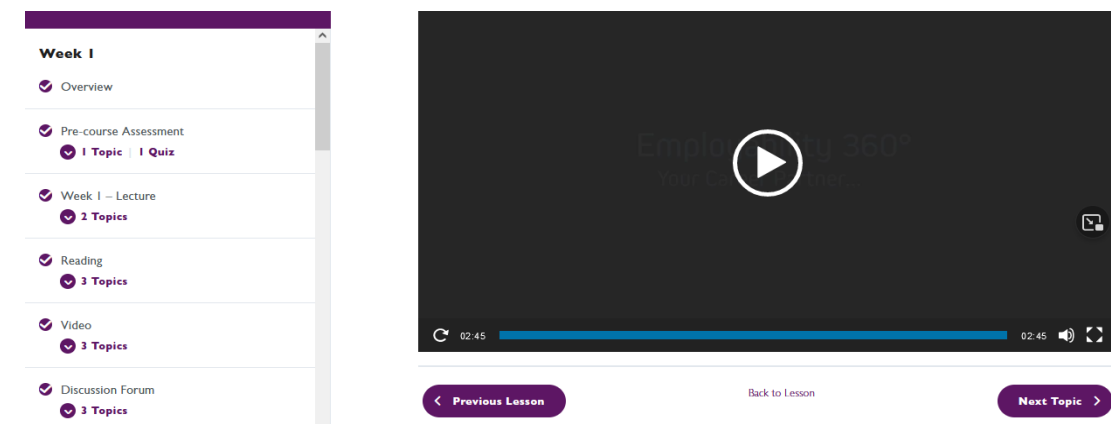


- Once you begin your first lesson, the course progression would be on the left-hand side of your screen. This can be used to navigate through all the weeks for each course.

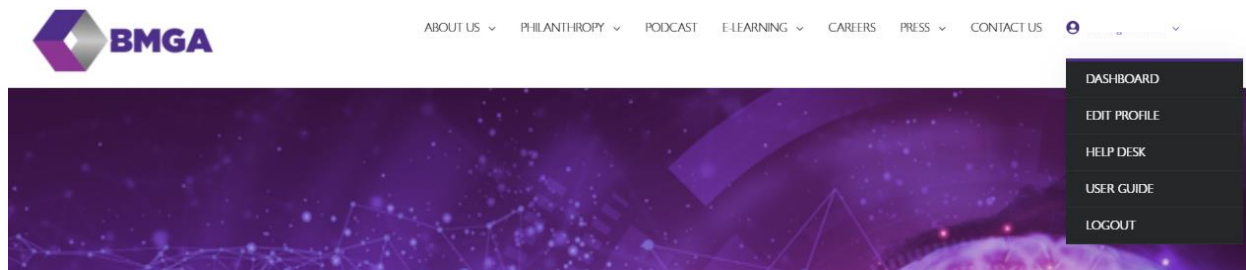
To go through reading materials, click on the down-facing arrow at the bottom left of the document. Once you have read through each material, click on **Next Topic** or **Next Lesson** to continue.



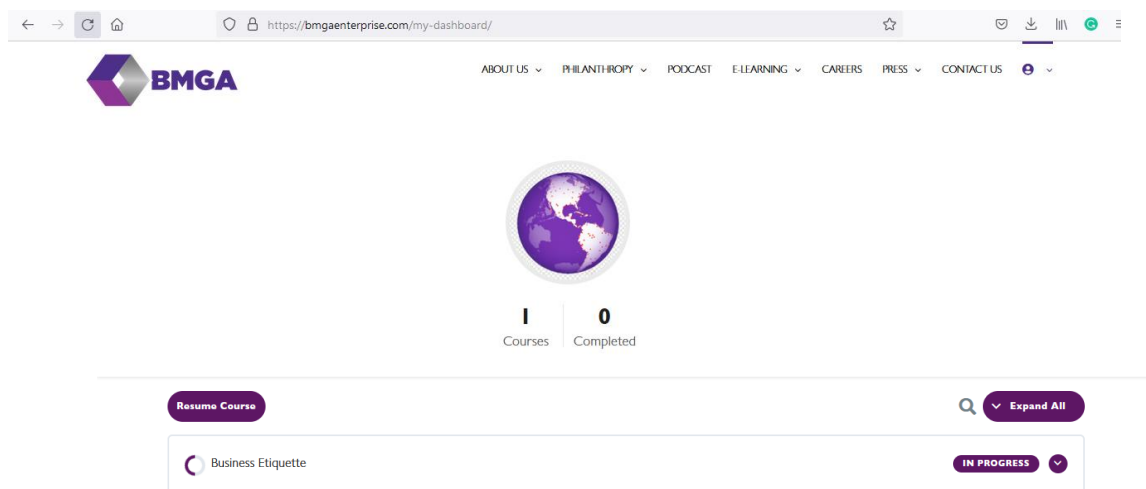
- Remember to watch each video till the end before you click on **Next Topic**. This will enable you to move on to the next lesson.



6. On your name tab at the top right corner of any page, there are some dropdown menus. These are **Dashboard**, **Edit Profile**, **Help Desk**, **User Guide**, and **Logout**.



7. The Dashboard provides access to all courses that you have paid for. It also contains a display of your profile picture which can be changed by using the **Edit Profile** drop down menu in step 5.



The drop-down arrow at the right hand of each course on the dashboard (beside **In Progress**) can be used to view your scores, statistics, and approved assignments for each course.

As an existing user, the **Resume Course** tab can be used to move directly to the last module that you were perusing within the course.

The **Expand All** tab can be used to access the summary of all scores for each enrolled course.

8. The **User Guide** grants access to a step-by-step guide for users of the BMGA e-learning platform. At the Help Desk, you can raise a ticket by clicking on **Submit Ticket** and filling out the required fields. Kindly remember to attach a screenshot to accompany whatever ticket you raise.

My Tickets can be used to view the list of tickets that are still open.

Ticket Status can be used to know the status of any ticket that you have raised by inputting the ticket ID. Every ticket raised would be responded to within 24-48 business hours. Please visit the help desk periodically to view responses from our support team.



| Dashboard Links | |
|-------------------|-------------------------------|
| + | Submit Ticket |
| ✉ | My Tickets |
| 🔍 | Ticket Status |

